

INTERCONNECT SYSTEM AND METHOD FOR MULTIPLE
PROTOCOL SHORT MESSAGE SERVICES

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ABSTRACT OF THE INVENTION

A customer central location (CCL) communicates with multiple remote wireless devices employing mutually incompatible data formats or short message service (SMS) protocols. A communication, from the CCL to a remote device or from a remote device to the CCL, passes through a short message arbitrator (SMA), which determines the identifying characteristic(s) of the device receiving the communication. From the identifying characteristic(s), the short message arbitrator determines the expected data format and the transmission path to the device. The SMA converts the communication into the expected data format and transmits the communication over the appropriate transmission path.

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